

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2015

Docket No. ACR2015

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-15 OF CHAIRMAN'S INFORMATION REQUEST NO. 14

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 14, issued on February 16, 2016. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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1. Please provide a current list of 3-digit ZIP Codes for each district office grouped by U.S. Postal Service area. Please provide the list as an Excel file.

RESPONSE:

Please see the attached Excel file containing a current list of 3-digit ZIP Codes for each district office, grouped by U.S. Postal Service area.

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2. USPS-FY15-37, "PRCPub15.sas7bdat" file contains the IOCS sample data.¹ The IOCS variable "Q18A03" is used to determine which operation (MODS work center) employees are clocked into. The following questions concern the Q18A03 field.
- a. Please provide the meaning of a '- - -' entry.
 - b. Please provide the meaning of a '000' entry.
 - c. Please provide the operational definition for the MODS code '956' entries.
 - d. Please explain the reason(s) why '- - -,' and '000' codes are used rather than a specific MODS operation code.
 - e. Please explain the reason(s) why code '999' (TACS Default code) is used instead of a work-specific MODS operation code.
 - f. Please provide the reason(s) why the IOCS CAG H offices have a higher proportion of '- - -' entries than other IOCS CAG offices.

RESPONSE:

- a. A '---' means that no data were recorded at Q18A03. This is always the case for stop readings for clerks and mailhandlers, as well as for data records for carriers and supervisors. About 2 percent of clerk/mailhandler tallies represent instances that were not stop readings, in which no data were recorded.
- b. A '000' entry may be anomalous; however there were only 16 such tallies in FY15.
- c. Code '956' is used by the Time and Attendance System (TACS) for non-supervisory hours for customer service activities in offices in CAGs H to L, and is assigned to LDC 47, "Miscellaneous (CAG H-L)". Although used in TACS, it is not a valid MODS Operation code.

¹ Library Reference USPS-FY15-37, December 29, 2015.

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- d. When an employee works in an office where MODS and TACS operation codes are not used, Q18A03 is left blank, resulting in the '---' in the Q18A03 data field. In addition, if the data collector is unable to determine the operation code, they should also leave it blank.
- e. Operation code '999' may be anomalous; however there are only 8 such tallies in FY15.
- f. A subset of small offices does not use TACS, and these are generally in CAGs G, H, J, K and L.

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3. In Order No. 2837, the Commission stated, “[f]uture IOCS data sets should continue to provide the specific CAG-level detail for each sample record.”² The IOCS CAG-level detail is contained in the USPS-FY15-37 “PRCPub15.sas7bdat” file.³
- a. Please confirm that CAG-level details are not identified in the “PRCPub15.sas7bdat” SAS data set for the CAG K/L sample records. If not confirmed, please explain and identify all CAG K/L sample records.
 - b. Please provide the specific FY 2015 CAG K and CAG L levels for the applicable FY 2015 IOCS sample records.
 - c. Please specify the five FY 2015 IOCS office finance numbers (IOCS field F2) that are in the CAG Group “K/L” sample.

RESPONSE:

- a. Confirmed. While changes in estimation procedures were implemented, there was insufficient time following the issuance of Order No 2387 in late November to implement the requested reporting changes within the regular ACR production processes. These changes will be implemented for ACR2016.

- b.-c. The five recoded finance numbers in PRCPub15.sas7bdat that are in the “K/L” CAG Group are:

088737

134821

389817

456309

² Docket No. RM2015-19, Order Approving Analytical Principles Used in Periodic Reporting (Proposal Ten), November 24, 2015, at 10 (Order No. 2837). In the IOCS documentation, the Postal Service states, “[c]hanges have also been made to reflect Order No. [2837] (Nov. 24, 2015), Proposal Ten in Docket RM2015-19. Data for readings taken in CAG K offices are combined with data from CAG H and J offices and are weighted using the control total dollars for the combined strata.” See “USPS-FY15-37.pdf”, at 1, provided in USPS-FY15-37 (IOCS Documentation).

³ See “IOCSDataDictionary.xls” file, IOCS variables F264 and F9251.

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880847

All five are CAG K offices.

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4. On page 4 of the IOCS Documentation the Postal Service states, "Table 1 summarizes the first-stage sample and universe sizes." However, on page 3 of the IOCS Documentation the Postal Service states, "a panel of offices is used to represent the office frame."
- a. Please provide the total number of offices (the universe) in each CAG Group shown in "Table 1, First-Stage Universe and Sample." IOCS Documentation at 4.
 - b. Please specify if the "panel of offices" is a subset of the number of offices shown in the "Office Frame" column in Table 1. If so, please specify the number of offices in the panel for each CAG Group.

RESPONSE:

- a. See Table 1 below. Column "Universe" is the total number of finance numbers within each CAG group, whether or not they have employees eligible for sampling by IOCS. Column "Office Frame" is the number of finance numbers that have at least one employee eligible for sampling by IOCS. Column "Panel Offices" is the number of finance numbers in the IOCS panel, the subset of finance numbers that can be sampled in a given fiscal year, while column "Sampled Offices" is the number of finance numbers where IOCS readings were obtained⁴. The "Office Frame" column includes offices that had IOCS-eligible employees both at the beginning and end of the fiscal year, not just at the end of the fiscal year

⁴ The "Sample Size" column in Table 1 in the IOCS Documentation in USPS-FY15-NP37 excluded offices that had no employees eligible for IOCS sampling at the end of the fiscal year, even if readings had been obtained earlier in the year. The "Sampled Offices" column in Table 1 in this response includes all finance numbers where an IOCS reading was conducted during the fiscal year, even when there were no eligible employees in that office at the end of the year.

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as reported in the Table 1 in the IOCS Preface in USPS-FY15-37⁵.

Table 1 First-Stage Universe and Sample				
CAG Group	Fiscal Year			
	2015			
	Universe	Office Frame	Panel Offices	Sampled Offices
	Sum	Sum	Sum	Sum
A/B	3,949	3,047	2,920	2,596
C	1,528	1,399	446	419
D	871	827	138	125
E	1,646	1,601	89	88
F	2,221	2,198	65	65
G	3,200	3,173	107	107
H/J	8,806	7,735	189	186
K/L	12,880	5,870	8	5
Total	35,101	25,850	3,962	3,591

b. The panel of offices sampled by IOCS within a fiscal year is a subset of the finance numbers summarized in the “Office Frame” column in Table 1 in the response in part a), and is tabulated in the “Panel Offices” column.

⁵ Note that neither the number of frame offices nor the ratio of frame to sampled offices is used for estimation purposes.

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5. Please discuss how the panel office frame is selected and how the sample (and number) of offices from the office frame panel are selected.

RESPONSE:

The frame for IOCS is the set of finance numbers that have at least one employee eligible for sampling by IOCS, i.e. a supervisor, clerk, mailhandler or city carrier. It includes all mail processing facilities (function 1) and all customer service offices (function 4) from CAGs A through L. Finance numbers that have a lead finance number that is in the frame are also included in the frame.

Offices to sample are selected from the frame. CAG A/B comprises several IOCS strata, including certainty strata of mail processing facilities (e.g., P&DCs), NDCs, and certain large customer service finance numbers. For the smaller customer service offices, the finance numbers to be sampled within each CAG strata are selected when the panel is rotated. In order to avoid excessive disruption for field data collectors, a limited number of panels are rotated in any given year. The number of offices and the sampling rate are chosen such that dollar-weights per non-stop tally are comparable across all strata, a standard approach to optimizing data collection resources⁶. The selection of specific offices within the panel is generally done by systematic sampling of lead finance numbers⁷ within the frame for the strata to ensure that finance numbers of all sizes and geographic areas are represented. If a lead finance number is selected, all

⁶ The exception is heavy/light sampling, where additional samples are targeted in order to obtain more detail about rarer, primarily International, products.

⁷ The finance number of the main post office is the "lead" finance number, while stations and branches are "children" finance numbers.

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of its associated stations and branches ("children" finance numbers) are also included in the panel.

In addition, the IOCS panels are updated annually to reflect changes in the assigned Cost Ascertainment Group (CAG) of post offices (advancements and relocations). If the CAG of a panel office is changed, it is migrated to the appropriate new strata.

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6. "Table 2, Employee Sampling Rates by CAG and Employee Craft" in the IOCS Documentation at 5 shows no sampling rate for CAG L. Please specify what the sampling rate will be in FY 2016 for the CAG L offices and crafts.

RESPONSE:

The sampling rate for CAG L offices will be 50 percent for clerks, both regular and other, and zero percent for mailhandlers and city carriers. However, there are no CAG L offices in the FY2016 panel that have active employees. As noted in the Postal Service's Reply Comments on Proposal Ten in Docket No. RM2015-19 (October 5, 2015) at 3-4, FY2017 is the earliest a refreshed IOCS panel could be implemented.

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7. Please refer to the Responses of the United States Postal Service to Questions 1-15, 17-29 of Chairman's Information Request No. 7, February 8, 2016, question 26.
- a. Please confirm that the shift in revenue between Market Dominant and Competitive International Registered Mail is attributable to a misclassification of First Class Package International Services as market dominant, as costs were misclassified in FY 2014.
 - b. If not confirmed, please explain what caused this revenue to be misclassified.

RESPONSE:

- a. Not confirmed
- b. The revenue from the First Class Package International Service product itself was not misclassified. The revenue from the Registered extra services for the First Class Package International Service product, however, was mistakenly included in Market Dominant Extra Services. That misclassification of revenue was then identified and reversed, as indicated in the response to CHIR No. 7, Question 26. Similarly, to correct a misapprehension in the question, First-Class Package International Services packages were not misclassified on the cost side in FY2014, only the associated Registered services were misclassified as market dominant rather than competitive.

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8. [International Mail] Please discuss what factors led to the Postal Service achieving worse service performance for each month in CY 2015 than in CY 2014.

RESPONSE:

Although the Postal Service has not specifically analyzed it in those terms, the factors discussed in response to Question 9 of this Information Request are likely to be prominent among the factors inquired about in this question.

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9. Please discuss what progress has been made on the plans for Inbound Letter Post proposed by the Postal Service in its response to the Annual Compliance Determination on June 25, 2015.⁸

RESPONSE:

In the first part of the Postal Service's response to Commission Requests for Additional Information in the FY 2014 Annual Compliance Determination, the Postal Service responded to a Commission request that the Postal Service "report within 90 days on its plans to improve on-time service performance scores for Inbound Letter Post," and "identify systemic problems preventing on-time service performance scores from achieving the UPU quality-of-service target each year and its plans to address these problems. *FY2014 ACD at 55.*"

In its response, the Postal Service identified the following as the most significant problems preventing on-time service performance of Inbound Letter Post from achieving the UPU target:

- "insufficient time to process sacked letters prior to dispatch";
- "increasing percentages of test letter and flat mail arriving from foreign posts in sacks versus trays";
- "ground handler backlog causing induction delays"; and

⁸ Docket No. ACR2014, Responses of the United States Postal Service to Commission Requests for Additional Information in the FY 2014 Annual Compliance Determination, June 25, 2015.

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- “timing issues related to the transportation of letters and flats to the Morgan Processing & Distribution Center (P&DC) from the JFK International Service Center (ISC) due to traffic.”⁹

In addition, the Postal Service stated the following.

The Postal Service plans to address these problems by working within the UPU to ensure that service expectations for inbound mail are consistent with actual practice. Specifically, the Postal Service plans to work within the UPU Postal Operations Council (POC) Quality Link User Group (QLUG) to propose appropriate changes to critical tag times to account for actual operational practice. The Postal Service will also work to develop proposed amendments to the Letter Post Regulations to require that posts use the proper receptacles (letter trays and flat trays for format-separate mail exchanges) and to add an additional day of service for sacked letter and flat volume.¹⁰

Since June 2015, the Postal Service has taken the following steps to improve service performance scores without UPU changes.

First, the Postal Service initiated a Headquarters Lean Six Sigma Black Belt project to improve on-time delivery of Inbound Letter Post, which includes a weekly status review with the Triboro District office.

Second, at the John F. Kennedy International Airport International Service Center (JFK ISC) in New York, the Postal Service has taken the following steps related to processing Inbound Letter Post:

⁹ Responses of the United States Postal Service to Commission Requests for Additional Information in the FY 2014 Annual Compliance Determination, Docket No. ACR2014, June 25, 2015, at 2.

¹⁰ *Id.* at 3.

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- Reduced preparation cycle time, by placing loose and bundled letters that are not facing in the appropriate direction in hampers;
- Used Mail Transport Equipment Labeling (MTEL) placards for the Advanced Facer Canceler System (AFCS) process;
- Improved flow by implementing hourly sweeps of letter post mail;
- Improved the utilization of the tray management system; and
- Instituted periodic Quality Link Measurement System (QLMS) process/performance reviews of operations.

In addition, the Postal Service has made the following changes at the JFK ISC:

- Created staging zones for identification of Inbound Letter Post, which include letter and flat receptacles, that can be used for the preparation of Inbound Letter Post and subsequent dispatch to the Morgan Processing & Distribution Center (P&DC);
- Placed signage clarifying where the Inbound Letter Post staging zone is located; and
- Worked on installing and making operational additional Radio Frequency Identification Device (RFID) gates that could be used to improve on-time service performance of Inbound Letter Post.

As for the transportation of letters and flats from the JFK ISC to the Morgan Processing & Distribution Center (P&DC), the Postal Service has taken steps to

- maximize each trip;

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- Improve process and dispatch communication between the JFK ISC and the Morgan P&DC, and
- Conduct quality reviews of daily tour dispatches.

At the Morgan P&DC, the Postal Service faces on the AFCS the loose letters that are placed in the hampers at the JFK ISC, which results in faced mail directly flowing to the outgoing Delivery Bar Code Sorter Input / Output SubSystem (DIOSS).

In addition, since June 2015, the Postal Service has worked within the UPU to ensure that service expectations for inbound mail are consistent with actual practice. For example, the Postal Service worked within the UPU to change the Critical Entry Time from 17:00 to 15:00, which was approved by the UPU in October 2015. The Critical Entry Time is the latest time at which an item can arrive at an office of exchange (OE) and still meet the defined service standard for processing, domestic transportation as well as delivery. The Postal Service is also working within the UPU to ensure that all countries deliver items to office of exchanges by the Critical Entry Time.

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- 10.** Please refer to Library Reference USPS-FY15-11, December 29, 2015, Excel file "USPS-FY15-11 STD flats.xls," "CRA ADJ UNIT COSTS" tab, and Library Reference USPS-FY15-3, December 29, 2015, Excel file: "FY15 3 Worksharing Discount Tables.xls," "Standard Mail Flats Prst Prebcd" tab.
- a. Please confirm that the unit cost estimate for Non-automation MADC Flats is \$0.41922. If not confirmed, please explain.
 - b. Please confirm that the unit cost estimate for Automation MADC Flats is \$0.48996. If not confirmed, please explain.
 - c. Please confirm that the unit avoided cost for Automation MADC Flats in USPS-FY15-3 should be the difference between Non-automation MADC Flats (\$0.41922) and Automation MADC Flats (\$0.48996), or -\$0.071.
 - d. If confirmed, please update USPS-FY15-3 and provide a justification pursuant to 39 U.S.C. § 3622(e)(2) for the Automation MADC Flats discount of \$0.041 exceeding the -\$0.071 avoided cost.
 - e. If not confirmed or no statutory justification is provided, please explain.

RESPONSE:

- a. Confirmed.
- b. Not confirmed. The purpose of the avoided cost calculation for Automation MADC Flats in USPS-FY15-3 is to isolate the workshare cost avoidance for pre-barcoding only. Non-automation MADC Flats and Automation MADC Flats have different preparation characteristics other than the pre-barcoding differences. This is in part because they are entirely different populations and in part because, for mail in sacks, the rate for Non-automation Flats is determined by the sack presort level, while for Non-automation Flats on pallets and for all Automation Flats, the rate qualification is based on the bundle presort level. For example, a 3-Digit bundle of Non-automation Flats in an MADC sack will pay the MADC

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Non-automation rate while a 3-Digit bundle of Automation Flats in an MADC sack will pay the 3-Digit Automation rate.

The cost estimates on sheet "CRA ADJ UNIT COSTS" tab of USPS-FY15-11 measures the unit costs by rate element, based on how the pieces in the rate element actually were prepared. Using these estimates to establish the workshare discount for pre-barcoding is inappropriate as the estimate contains many additional preparation co-variates. For this reason the tab "PRESORT LEVELS HELD CONST" in USPS-FY15-11 was created. The estimates on "PRESORT LEVELS HELD CONST" isolate the pre-barcoding differences by measuring the costs of Automation Flats under the preparation characteristics of the corresponding Non-automation Flats.

Using the correct tab, the correct unit cost estimate for Automation MADC Flats for the purpose of this calculation should have been \$0.40440.

- c. Not confirmed. Using the correct tab as described in part b, the unit avoided cost should be \$0.41922 minus \$0.40440 or \$0.015.
- d. Not applicable.
- e. The avoided cost is \$0.015, not \$-0.071. The justification for the Automation MADC Flats discount of \$0.041 exceeding the \$0.015 avoided cost is section 3622(e)(2)(D). The updated FY15 Workshare Discount

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Tables file is provided with this response as "ChIR14.Q.10-
11.Fldr.3.Update"; see tab "Standard Mail Flats Prst Prebcd."

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- 11.** Please refer to USPS-FY15-3, Excel file "FY15 3 Worksharing Discount Tables.xls," "Standard Mail Prcls & Mkt Prcls" tab. The avoided cost estimate for 5-digit Irregular Parcels uses the mail processing unit cost estimates for Marketing Parcels found in Library ReferenceUSPS-FY15-12, December 29, 2015. Please confirm that unit mail processing cost estimates for irregular parcels from USPS-FY15-12 should have been used. If confirmed, please update USPS-FY15-3. If not confirmed, please explain.

RESPONSE:

Confirmed. The updated FY15 Workshare Discount Tables file is provided with this response as "ChIR14.Q.10-11.Fldr.3.Update"; see tab "Standard Mail Prcls & Mkt Prcls."

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- 12.** Please refer to USPS-FY15-3, Excel file "FY15 3 Worksharing Discount Tables.xls," "Standard Mail HD-Sat Letters" tab.
- a. Please confirm that the discount for Commercial DNDC Letters should be \$0.034. If confirmed, please update USPS-FY15-3. If not confirmed, please explain.
 - b. Please confirm that the discount for Commercial DSCF Letters should be \$0.044. If confirmed, please update USPS-FY15-3. If not confirmed, please explain.

RESPONSE:

- a. Not confirmed. The price for High Density DNDC Automation letters is \$0.182 per piece. The benchmark price for High Density Origin Entry letters is \$0.215. That is a discount of \$0.033, not \$0.034. The \$0.033 discount appears in the FY15.3 Workshare Discount tables and does not need to be updated. The non-Automation workshare discount for High Density is \$0.034 per piece, but the Postal Service chose to apply the more commonly used Automation rates to calculate the discount.
- b. Not confirmed. The price for High Density DSCF letters is 0.171 per piece. The benchmark price for High Density Origin Entry letters is \$0.215 per piece. That is a discount of \$0.045, not \$0.044. The \$0.045 discount appears in the FY15.3 Workshare Discount Tables and does not need to be updated. The non-Automation workshare discount for High Density is \$0.044 per piece, but the Postal Service chose to apply the more commonly used Automation rates to calculate the discount.

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- 13.** The Postal Service conducted the Large Business survey during quarter 4 of FY 2015.¹¹ Please explain whether and how quarter 4 results are representative of Large Business customer satisfaction with market dominant products during all of FY 2015.

RESPONSE:

Without conducting additional surveys throughout the year, it is not possible to determine with precision, how representative the FY2015 Large Business Survey results are of different, specific time periods throughout the year. As a general relationship survey, the FY 2015 Large Business survey was administered in Quarter 4 to be reflective of an entire year, so that customers could reflect on their complete past year of experiences with the Postal Service.

¹¹ United States Postal Service FY 2015 Annual Compliance Report, December 29, 2015, at 59 (FY 2015 ACR).

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- 14.** In Docket No. ACR2014, the Postal Service stated that the Customer Experience Measurement (CEM) surveys used in FY 2013 and Customer Insights used in FY 2014 surveys contain comparable questions on customer satisfaction with market dominant products for Residential and Small/Medium Business customers.¹² Similarly, the survey question on customer satisfaction with market dominant products for Large Business customers is substantially similar in both the FY 2013 CEM Large Business survey and the FY 2015 CI Large Business survey.¹³
- a. Please confirm that the FY 2013 CEM surveys and FY 2015 CI surveys contain comparable results for customer satisfaction with market dominant products for Residential and Small/Medium Business customers. If not confirmed, please explain.
 - b. Please confirm that the FY 2013 CEM and FY 2015 CI Large Business surveys contain comparable survey questions and results for customer satisfaction with market dominant products for Large Business customers. If not confirmed, please explain.

RESPONSE:

- a. The survey questions asked in the FY 2013 CEM surveys and FY 2015 CI surveys for customer satisfaction with market dominant products for Residential and Small/Medium Business customers are identical; however, the methodology for obtaining the data changed between FY 2013 and FY 2015. Results may be comparable, with the understanding that the FY 2015 on-line survey may generate different results from the FY 2013 CEM paper survey with letter invitation. The direct comparable results will be for FY2015 and FY2016 when identical survey questions and methodology are used.

¹² Docket No. ACR2014, United States Postal Service Responses to Questions 6, 7, 9, 10, 20-25, 29, 30, 34, and 35 of Chairman's Information Request No. 13, March 13, 2015, questions 29c and 30c.

¹³ Compare Docket No. ACR2013, Library Reference USPS-FY13-38, December 27, 2013, PDF file "Large Business Survey_11-26-2013.pdf," question 5 *with* Library Reference USPS-FY15-38, December 29, 2015, PDF file "LargeBusiness - USPS FY15 LB Panel Survey.pdf," at 2.

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- b. The survey questions asked in the FY 2013 CEM surveys and FY 2015 CI surveys for customer satisfaction with market dominant products for Large Business customers are identical; however, the methodology for obtaining the data changed between FY 2013 and FY 2015. Results may be comparable, with the understanding that panel responses may generate different results than the emailed invitation/on-line completes. The panel survey company recruited respondents within large businesses who had influence over shipping solutions, whereas the FY 2013 CEM survey invitation was mailed to a large business address with a generic "Director of Mailing Operations" as the text on the top address line. The direct comparable results will be for FY 2015 and FY 2016 when identical survey questions and methodology are used.

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15. As shown in the table below, customer satisfaction with market dominant products results declined for almost every product between FY 2013 and FY 2015. For each customer type (Residential, Small/Medium Business, and Large Business) and market dominant product in the table below, please discuss the reasons for the decline. Please specify which results are due to sampling variation and which are statistically different or indicative of a significant decrease in customer satisfaction between FY 2013 and FY 2015.

Customer Satisfaction with Market Dominant Products

Market Dominant Product	Residential Customers		Small/Medium Business Customers		Large Business Customers	
	% Rated Very/Mostly Satisfied					
	FY 2013	FY 2015	FY 2013	FY 2015	FY 2013	FY 2015
First-Class Mail	94.67	89.22	93.21	84.77	91.12	83.27
Single-Piece International	87.38	85.50	84.27	82.31	88.11	82.65
Standard Mail	85.11	85.11	87.95	80.82	86.05	79.49
Periodicals	88.09	85.50	85.92	82.42	83.27	77.10
Single-Piece Parcel/Standard Post*	89.87	86.66	88.81	82.65	86.56	77.81
Media Mail	89.32	87.17	88.15	85.18	86.51	78.61
Bound Printed Matter	86.84	---**	85.85	81.70	82.84	76.54
Library Mail	87.77	85.10	86.33	85.43	88.22	78.66
*The FY 2015 surveys state Standard Post (formerly Parcel Post).						
---**Number of responses received did not meet minimum threshold for 90% level of confidence.						
Sources: FY 2015 ACR at 59; Docket No. ACR2013, United States Postal Service FY 2013 Annual Compliance Report, December 27, 2013, at 43.						

RESPONSE:

The table below notes in green which results are significantly different between FY 2013 and FY 2015. Only two are not statistically different (Residential

Standard Mail & SMB Library Mail). It is unclear if these differences are due to declines in satisfaction or as a result of the survey methodology change. As noted in the response to Question 14 of this Information Request, a true direct comparison of results will be possible for FY2015 and FY2016 results when identical survey questions and methodology are used.

Market Dominant Product	Residential Customers		Small/Medium Business Customers		Large Business Customers	
	% Rated Very/Mostly Satisfied					
	FY 2013	FY 2015	FY 2013	FY 2015	FY 2013	FY 2015
First-Class Mail	94.67	89.22	93.21	84.77	91.12	83.27
Single-Piece International	87.38	85.50	84.27	82.31	88.11	82.65
Standard Mail	85.11	85.11	87.95	80.82	86.05	79.49
Periodicals	88.09	85.50	85.92	82.42	83.27	77.10
Single-Piece Parcel/Standard Post*	89.87	86.66	88.81	82.65	86.56	77.81
Media Mail	89.32	87.17	88.15	85.18	86.51	78.61
Bound Printed Matter	86.84	---	85.85	81.70	82.84	76.54
Library Mail	87.77	85.10	86.33	85.43	88.22	78.66

p<.05 (Two tailed Z-test of two proportions)